

ANNUAL REPORT

2018–2019



DIVISION OF ENROLLMENT AND STUDENT SERVICES
Department of Student Wellness and Support

Department of Student Wellness and Support

The Department of Student Wellness and Support (SWS) recognizes that life at Fredonia can be incredibly rewarding and demanding. Student Wellness and Support, which includes the Counseling Center, Health Center, and Prevention, Advocacy, and Wellness Outreach Services (PAWS), aims to create an environment that promotes student fulfillment and growth, both personally and academically. Through free, confidential services, we offer guidance and support for navigating the challenges of college life.

Points of Pride - Significant Achievements

1. **Let's Talk** - an outreach service at Fredonia designed to reach students who may not seek mental health services, received an Outstanding Student Affairs Program award from SUNY's Council of Chief Student Affairs Officers and Office of University Life in fall 2018.
2. **Free Flu Shots** - The Student Health Center provided **200 free flu shots** to the Fredonia student population this fall and Wegmans provided an additional 46 flu shots to the campus community at two clinics held on campus.
3. The Counseling Center continued to focus on **accessibility** to care with continued **daily walk-in services**, significantly reducing the wait-time for students to initiate counseling and to receive services
4. The **Student Food Pantry**, coordinated by the Student Health Center and the Office of Campus Life, continues to be heavily utilized by students. This year, due to the demand, the Food Pantry was made available through the semester with offerings in the Williams Center and in the LoGrasso vestibule.
5. Prevention, Advocacy and Wellness, along with members of STEPS, conducted multiple **Interpersonal Violence Prevention Workshops** for **980 incoming students** living on-campus. Additionally, all first year and transfer students completed *Consent and Respect*, the online sexual violence prevention and education course.

Department of Student Wellness & Support



Dr. Tracy L. Stenger

Executive Director of Student Wellness & Support

Division of Enrollment & Student
Services

Departmental Units within SSS:

- Counseling Center
- Student Health Center
- Prevention, Advocacy & Wellness Services

Counseling Center

Overview and Scope of Service

MISSION STATEMENT:

In support of Fredonia's strategic plan and institutional learning goals, the Counseling Center will promote student's mental health, wellness, growth, and development.

VISION STATEMENT:

Cultivating a resilient and compassionate community.

SERVICES OFFERED: The primary concern of the Counseling Center is to remove the barriers of access to services and to provide Fredonia students with the assistance they need when they need it most.

Crisis Services: Counselors are available 24/7 during the semester to assess the needs of students who may be experiencing a mental health emergency.

Let's Talk: Informal, drop-in, no commitment consultation with a Fredonia Counselor at the Intercultural Center (see website for current hours). This service is available when classes are in session.

Walk In Services: No appointment necessary. Students can meet with a Fredonia counselor Monday-Friday from 1–4pm, first come, first serve. This service is available when classes are in session.

Individual Counseling: Scheduled counseling appointment reserved for a time that is convenient to the busy life of the student.

Couples Counseling: Scheduled counseling appointment to address relationship dynamics. Both partners must be enrolled Fredonia Students.

Group Counseling: Facilitated by professional counselors, group counseling involves meeting with 6-12 peers in a supportive environment to discuss similar

Counseling Center



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In support of Fredonia's strategic plan and institutional learning goals, the Counseling Center promotes student's mental health, wellness, growth and development.

concerns. The Counseling Center offers a variety of different group experiences each semester.

Psychiatric Services: Psychiatric evaluation and medication management available on-campus through a partnership with Jamestown Psychiatric, PC.

Consultation: Counseling Center staff provide consultation to faculty, staff, parents, and off-campus providers to address concerns related to Fredonia students.

COUNSELING CENTER - POINTS OF PRIDE

1. **Accessibility:** Over the past 2 academic years, the Fredonia Counseling Center (FCC) has made a significant effort to address issues related to accessibility by launching the Let's Talk program targeting marginalized populations often under-represented in counseling. This past academic year, the Counseling Center saw a more diverse student population utilizing counseling services:

Diversity Measure	2017-2018	2018-2019
Race/Ethnicity (non-white)	28%	36%
African American	9%	13%
Asian	1.6%	2.5%
Hispanic	7.2%	7.6%
Multi-racial	5.3%	5.4%
Sexual Orientation (non-heterosexual)	38%	44%
International Student	1%	.5%
FOP/EDP	11%	8%
First Generation	25%	26%

In addition, the Counseling Center integrated **walk-in services** to address wait-time for initial appointments and to reduce crisis appointments resulting from accessibility issues.



Counseling Center Staff 2018-19



LoGrasso Hall - Counseling Center

Semester	Wait-time for Intake (days)	Crisis Appointments	Walk-In Usage
F2017	5.54	283	not available
S2018	4.12	86	211
F2018	2.66	65	368 (165 intake)
S2019	2.97	56	344 (87 Intake)

Staff training on Single Session approaches and an evaluation of clinical practices that influence clinical work-flow have proven to be helpful in the provision of services. Over the Spring 2019 semester the FCC had only 15% lost clinical hours (no-show/rescheduled & not reclaimed/cancelled & not reclaimed). Comparatively, many college counseling centers report an average of 30% lost clinical hours.

Walk-in trends indicate that additional staff support is needed to address demands of services at various times throughout the semester. For the fall 2019 semester the FCC will shift from two to three clinicians providing walk-in services between the hours of 1-4 pm (M-F) from weeks 5-12 of the semester.

Anxiety was indicated as the primary concern of most students seeking counseling support. There was a noted increase (11%) of anxiety as primary concern (16% 2017-2018 | 27% 2018-2019). Suicidality continues to be a grave concern. Efforts to address this concern will be prioritized over the upcoming academic year by providing additional suicide awareness training with the campus community, to include hosting Fresh Check events in collaboration with Welcome Week and Activities Night. Programming supporting resilience, compassion, and access to counseling and crisis services will also be conducted throughout the year as part of the FCC 2019-2020 strategic plan.

2. **Collaboration:** Over the past academic year the FCC has collaborated with the campus community in an effort to improve the well-being of our student population in support of the college's mission. The *Let's Talk* program in collaboration with the Intercultural Center allows the FCC to build relationships with marginalized populations, learn about their specific concerns/needs, and provides a linkage to clinical services. FCC's partnership with Residence Life has identified an increased need of mental health support in the residential community. A Counselor-In-Residence position has been created to



*LoGrasso Hall - Counseling Center,
Health Center, & Prevention, Advocacy
and Wellness Services*

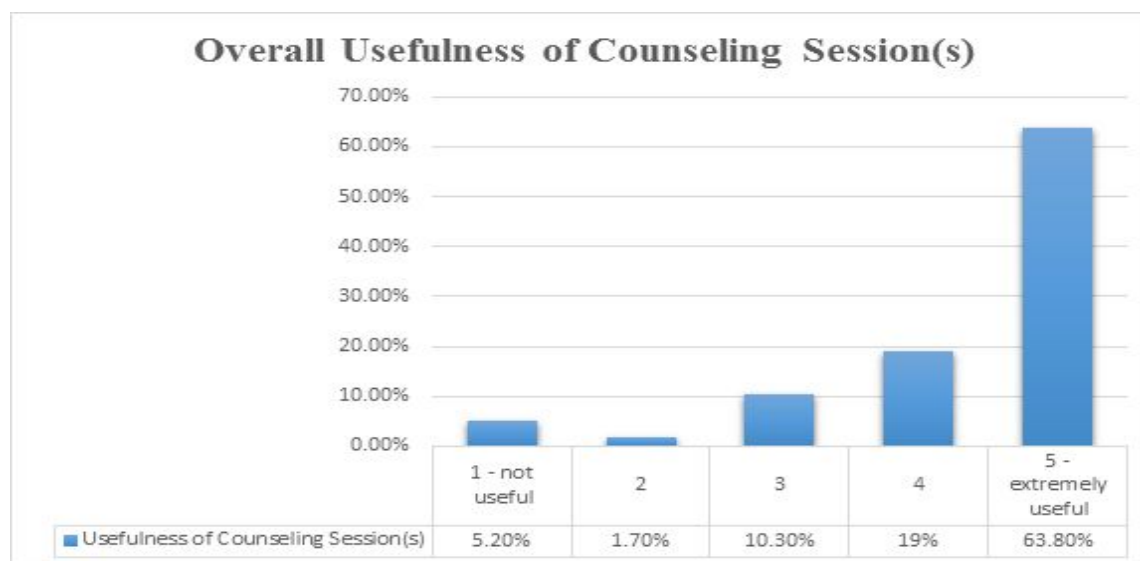
address these concerns, starting fall 2019. The FCC continues to be involved in the on-going training of Residence Life staff. This past year we also shifted after-hours crisis services to the Chautauqua County Crisis Hotline/Mobile Crisis Team. This partnership has led to easier access to emotional support, evaluation of risk, and coordination of care. Feedback on this shift has been overwhelmingly positive. Faculty and staff concerns for the well-being of students has led to more focused outreach/collaboration with several departments, including Athletics, the School of Music, and the Department of Theatre and Dance.

3. **Excellence:** The FCC continuously strives for excellence. The Let's Talk program was the recipient of the *SUNY Student Affairs Outstanding Program for Mental Health Support and a Global Initiative Award*. The FCC's annual survey of student satisfaction (conducted at the end of each semester) was overwhelming positive.



“Let’s Talk” - an outreach service at Fredonia, received an Outstanding Student Affairs Program award from SUNY’s Council of Chief Student Affairs Officers and Office of University Life - fall 2018

Picture above: Dr. Tracy Stenger (Student Wellness and Support), Ms. Ivory Brooks (Counseling Center Clinician), & Ms. Khristian King (Intercultural Center)



FCC clinical staff completed well over 100 hours of professional development (combined) this academic year to promote their professional growth and the delivery of ethical and effective clinical treatments. The center continues to focus training and evaluation of services in the framework of supporting a trauma sensitive and informed campus community.

Student Health Center

Overview and Scope of Service

The Student Health Center's primary responsibility is to provide the highest quality nursing and medical care for the student-patient. The Health Center makes every effort to have a positive impact on the health experiences of the Fredonia student. The Student Health Center staff is dedicated to providing guidance and care for optimal wellness for the campus community through holistic healthcare, disease prevention and health education. Services are provided in a student-centered environment that is respectful, open, friendly and trusting and in support of Fredonia's institutional learning goals.

The scope of services provided by the Student Health Center includes, but is not limited to:

- Acute/urgent care for Illness and Injury
- Sexual Health Services (Contraception/STI Testing)
- Laboratory services
- Flu shots
- Tuberculosis Testing
- Self-Care Center - stocked with educational materials and some over the counter medications.
- Physical exams for internship, study abroad and pre-employment
- Campus Food Pantry

HEALTH CENTER - POINTS OF PRIDE

- 1) **Patient-Centered Care** - During the 2018-19 academic year, the Student Health Center staff has continued to work to improve the overall student experience. The Student Health Center staff has focused their efforts on safe, effective, reliable, timely, efficient, equitable and patient centered care meeting the student where they are and removing barriers to care.

Student Health Center



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The mission of the Student Health Center is to enhance the educational process and personal development of the Fredonia student by providing quality health care and promoting an optimal level of health and wellness in a caring atmosphere that respects their unique qualities as an individual.

During the 2018-19 academic year, the Student Health Center saw a total of 4994 students, a 9% decrease from the 2017-18 academic year. Of the total number of students seen, 16% were new patients to the Health Center which is an increase of 6% from the 2017-18 academic year (data appended on 10/10/19).

In Spring 2019, the Student Health Center revamped the Patient Satisfaction Survey into a Health Center Visit Survey to review the overall impact of recent changes, the student’s view of services provided, the impact that these services have on the ability for the student to continue in their studies, and overall satisfaction of their visit. Overall, 83% of students who completed the Health Visit Survey were either moderately or very satisfied with their visit at the Health Center. Those who were dissatisfied with their visit stated that they were due to disagreement with the campus excuse policy, the amount of paperwork needing to be completed, hours of operation, and not agreeing with the medical provider diagnosis (e.g. not getting a prescription for an antibiotic).

- 2) **Increased Accessibility** – The Student Health Center adopted an online self-scheduling model through a secure patient portal located on the Student Health Center website. In addition to this self-scheduling model, students were given the option to call for an appointment or simply walk in for one. The results of the Student Health Center Visit Survey showed that the majority of students were “moderately or very satisfied” with the new online scheduler (88%), calling for an appointment (100%, and walking in for an appointment (96%). Ninety-seven percent were moderately or very satisfied with the overall timeliness of getting an appointment.

- 3) **New York State Immunization Compliance Audit** – In October 2018, the New York State Department of Health conducted an immunization audit, finding the Student Health Center to be in 100% compliance. The Health Center has been able compliance by working collaboratively with many offices on campus, including Admissions, the Registrar’s Office, the First Year & Transitions Program, International Education and Information and Technology.



*Student Health Center
Online Patient Portal*



Student Food Pantry



Food Pantry in Williams Center

- 4) **Sexual Health Services** – During the 2018-19 academic year, 447 patients visited the Student Health Center requesting sexual health services. Services offered have been expanded to include comprehensive STI testing, emergency contraception, pregnancy testing, and overall sexual health and wellness consultations.
- 5) **Enhanced Laboratory Services** – Glucose monitoring and influenza testing are now offered at the Student Health Center, saving the student time and travel to be tested at an off-campus site. Test results are available immediately, allowing for faster treatment of the student. The Student Health Center conducted 849 lab procedures during the 2018-19 academic year.



Tobacco-Free Campus



Free flu shots for Students

Prevention, Advocacy & Wellness Outreach Services

Overview and Scope of Service

MISSION STATEMENT:

Prevention, Advocacy, and Wellness Services (PAWS) strives to create a campus culture in which members make informed and responsible decisions regarding their personal and community health. PAWS works to reduce the incidence, prevalence, and severity of substance abuse and interpersonal violence related problems among Fredonia students.

This comprehensive program coordinates initiatives, facilitates collaboration, provides training, advocacy, and intervention services, and provides educational opportunities in the following areas:

- Alcohol and other drugs
- Rape and sexual assault
- Relationship issues including dating and domestic violence
- Stalking and harassment
- Sexual health
- Wellness

SERVICES OFFERED:

Advocacy: PAWS provides advocacy and support services for Fredonia students that are survivors of interpersonal violence (rape, sexual assault, dating/domestic violence, stalking, and harassment).

Fredonia CARES: Alcohol and other drug intervention program for students with a second violation of the Fredonia Alcohol and Drug Policy.

Prevention, Advocacy & Wellness Outreach Services



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CARE management: Provides individual advocacy and support services to students who need assistance with financial, health, housing, academic, legal and other support resources.

Wellness Outreach: Professional staff and student interns facilitate various wellness workshops to the campus community.

PREVENTION, ADVOCACY & WELLNESS - POINTS OF PRIDE

Sexual Violence and Title IX training: In collaboration with Title IX and the student group Student Teaching Equals Positive Sexuality (STEPS), PAWS provided over 30 training workshops to residence life staff, first year and transfer students, student organization leaders, and student athletes on sexual violence and Title IX related topics such as consent, bystander intervention, and Fredonia specific resources. These initiatives reach almost 2,000 students annually.

De-Stress for Success: De-stress for Success (D4S) is a series of events, programs and workshops designed to help students find ways to reduce stress in a healthy, productive manner, and gain the focus they need to succeed. D4S occurs annually during study week and final exam week each semester. Approximately 2,000 students took part in De-Stress events during the academic year.

Wellness Outreach:

- **Health Hut:** Located in McEwen Hall, the Health Hut provided students with information and free resources on various health and wellness topics. Approximately 800 students have used Health Hut Services.
- **Stall Talk:** Bi-monthly wellness newsletter, is distributed in campus Residence Halls.
- **Well Workshops:** These workshops are designed to meet the needs of residence halls, student organizations, and academic classes seeking wellness related workshops.

It's on Us and Escalation Workshop: In partnership with SUNY administration, PAWS coordinated the *It's on Us* Pledge to end sexual violence in our community, 240 signed by



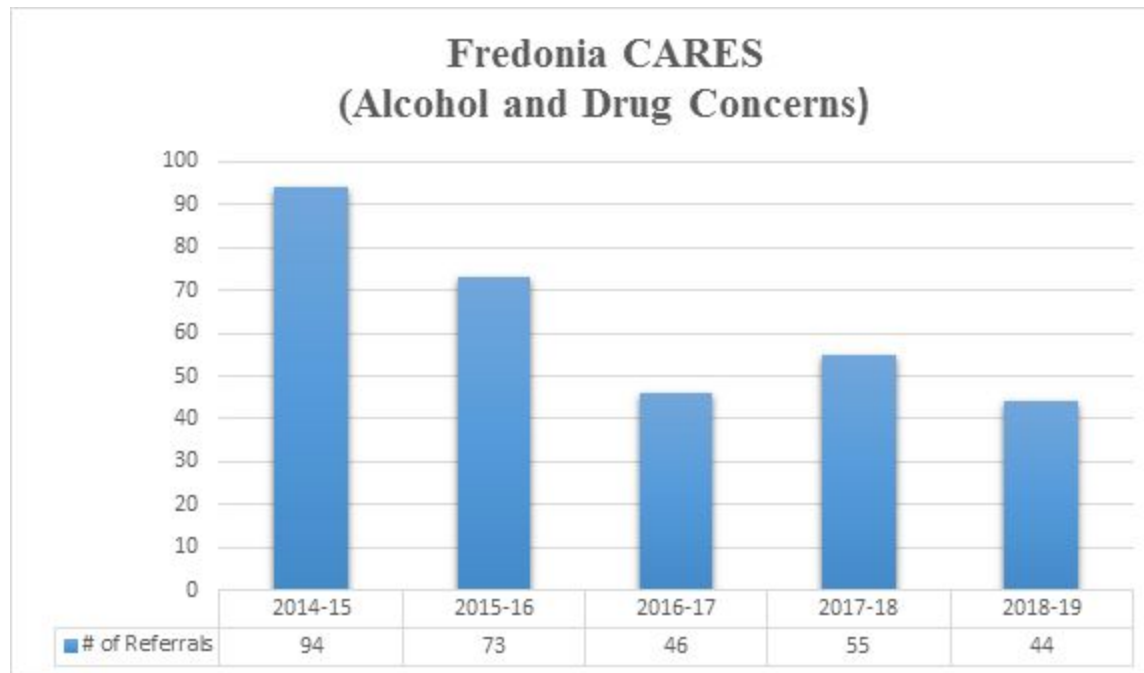
*"It's On Us" - Campaign to Prevent
Sexual Violence*



Health Hut - Daily Outreach Service
providing wellness items and education

students. The Escalation Workshop, from the One Love Foundation, educated our students on abusive relationships, 250 students attended.

Prevention, Advocacy, and Wellness Services Data for 2018 – 2019



CARES referrals have been declining over the past 5 years. The decrease can be accounted from the reduction of referrals coming from Residence Life. It is unknown if that decrease is coming from changes in enforcement of policy or students recognizing that substance use on campus may lead to a sanction.

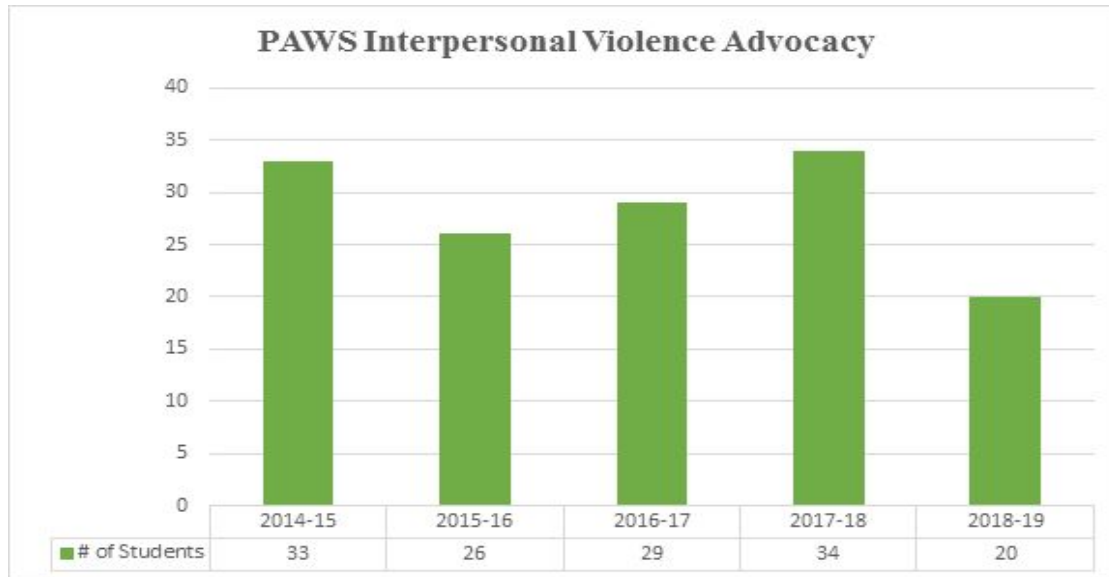


Green Dot - Bystander Intervention

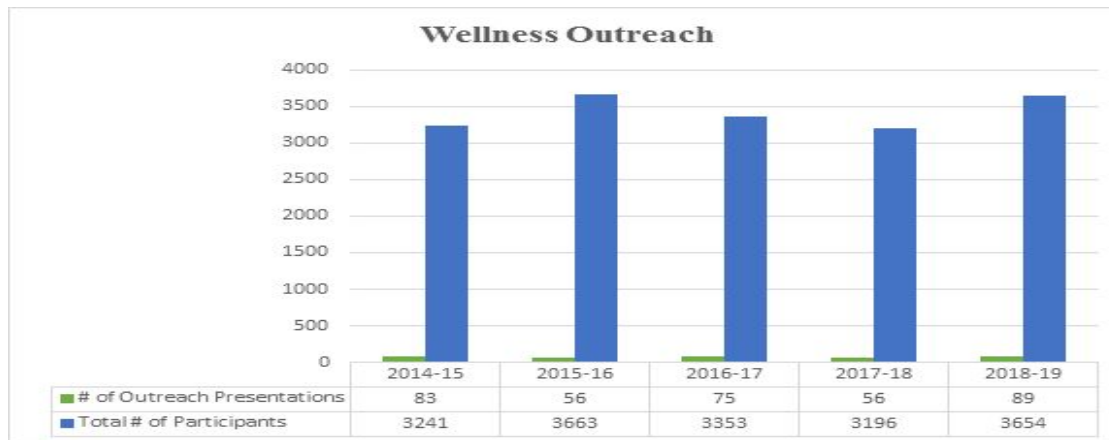
Training



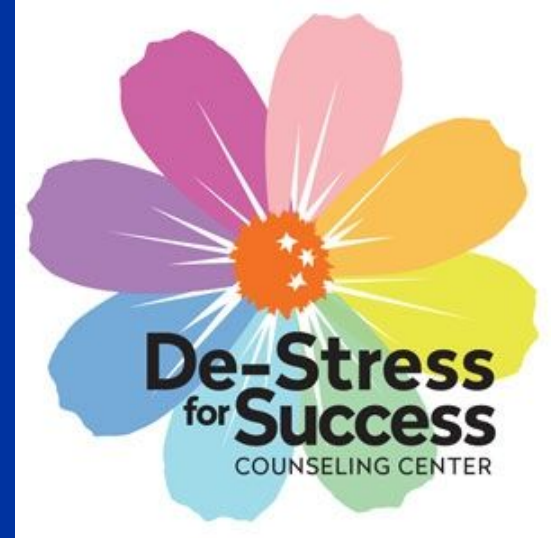
Paws to Relax - DeStress for Success



After steady referral numbers the past 4 years, a dip in referrals was experienced this year. It is unknown the specific reasons for this decrease and will need to be monitored in the future.



The number of participants reached through wellness programming has stayed somewhat consistent over the past five years, always above the 3,000 mark. The types of wellness workshops offered through the Prevention, Advocacy and Wellness Outreach office can be found [here](#).



DeStress for Success - Wellness Activities for Students during Study Week & Final Exam Week

For more information about the **Department of Student Wellness and Support**, visit <https://www.fredonia.edu/about/offices/student-wellness-support>

Student Wellness and Support Unit Websites

Counseling Center: <https://www.fredonia.edu/student-life/counseling>

Prevention, Advocacy, and Wellness Outreach Services:
<https://www.fredonia.edu/student-life/substance-abuse-and-violence-prevention>

Student Health Center: <https://www.fredonia.edu/student-health-center>

